

Office of Intercollegiate Services
for the Colleges in the University of Cambridge
 12b King’s Parade, Cambridge CB2 1SJ

Role description

Post Title:	Office Administrator
Reporting to:	Office Manager

Main Purpose:

The Office Administrator will assist the Office Manager in providing administrative services for a wide range of queries and requests from Colleges and other bodies. The Office Manager will be responsible for the day to day management of the Office Administrator and will allocate work to the Office Administrator. He or she also provides administrative support for other staff in the Office and provides support for a number of key functions of the Office. He or she will also contribute to other activities of the Office, aligned to their main duties and under the guidance of the Office Manager and the Head of the Office.

Key Areas of Responsibility:

<p>Office administration and reception</p> <p>10% of time</p>	<ul style="list-style-type: none"> i. To monitor and respond to post, telephone calls and emails to a number of dedicated inboxes for specific purposes, dealing with all but the most complex enquiries (which are referred to the Office Manager). ii. To maintain, update and develop the websites administered by OIS, and to liaise with users to trouble-shoot problems and provide training, and with the external web designer on the identification, specification and implementation of improvements. iii. To maintain, review, and extend the paper and digital record management systems. iv. To provide high quality and professional reception and front-of-office services for the office with a high commitment to exemplary customer service. v. To receive visitors to the OIS, and provide refreshments.
<p>Office activities</p> <p>60% of time</p>	<ul style="list-style-type: none"> i. To contribute to the routine administration of the Colleges’ UTO Scheme for the placement of new University Teaching Officers in Colleges, referring non-standard matters to the Office Manager. This includes liaison between identified members of Colleges and of University Departments and Faculties in the management of specific posts, and communications with new UTOs to manage their expectations and understanding of the Scheme. ii. To process surveys, questionnaires and consultations with Colleges as requested through determined approval routes and/or under the direction of the Office Manager. This includes collating and publishing responses, and chasing respondents for their answers. iii. To process purchase orders and invoices. iv. To act as a channel for mechanisms operated through the Senior Tutors’ Committee (i.e. the undergraduate admissions complaints procedure and the College transfer procedure). v. To maintain registers of interest

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	vi. To assist the Office Manager in his/her role as PA to the Head of OIS.
Administrative support for the intercollegiate committees* 20% of time	i. To assist the Office Manager in the creation, collation and circulation of documentation for a range of intercollegiate meetings. This will including loading appropriate digital document packs onto the relevant websites and producing and distributing document packs to recipients who have requested hard copies. ii. To maintain and update the database of memberships of the various intercollegiate committees (including contact details and terms of appointment, email mailing lists and access arrangements). iii. To maintain a register of external appointments (on University committees) of College Heads of House, Bursars, Senior Tutors and Development Directors, and to work with University officers to ensure College representatives are appointed in a timely manner. iv. To arrange meetings of the intercollegiate committees via birdcage or other methods, including determining the optimal meeting time taking into account prioritised attendees identified by the Head of the Office and/or the officers of the relevant committee.
Other 10% of time	i. To provide administrative support to other staff in the Office, as required, to facilitate their activities. ii. To undertake other duties commensurate with the level of the post and the skills of the postholder, as directed by the Office Manager.

* The intercollegiate committees managed through the Office include: Colleges' Committee (including its Standing Committee); Bursars' Committee (including its Business Committee, the Fees Sub-Committee and the Legal Affairs and Employment Sub-Committee); the Colleges IT Committee; the College Development Directors Committee; the Levies Panel; the University and Colleges' Joint Committee; the Development Accelerator Programme Fund Committee of Management; and any Working Groups or temporary sub-committees of the above. The Office also provides light administrative support for other intercollegiate committees, particularly those of the Bursars' Committee and the Intercollegiate Committee on College Accounts and its sub-committees.

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Person Specification:

Post Title: Office Administrator

Date reviewed: December 2018

	Essential Criteria	How evidenced*	Desirable Criteria	How evidenced*
Qualifications	<ul style="list-style-type: none"> Educated to at least A-level standard (with GCSE English and Mathematics) or equivalent 	A	<ul style="list-style-type: none"> A European Computer Driving Licence or equivalent IT qualification A current First Aid at Work qualification (or willingness to qualify) 	A
Experience/ background	<ul style="list-style-type: none"> Experience of working in an office environment 	A I	<ul style="list-style-type: none"> Experience of carrying out administrative tasks associated with working in an office. Experience of servicing committees Experience of processing purchase orders and invoices 	A I
Specific knowledge			<ul style="list-style-type: none"> Understanding of the collegiate Cambridge environment, and of the roles of Heads of House, Bursars, Senior Tutors and Development Directors 	A I
Skills	<ul style="list-style-type: none"> Excellent verbal and written communication skills and command of the English language Highly-developed IT skills and substantial experience of Microsoft Office and the management of databases and websites 	A T I	<ul style="list-style-type: none"> A typing speed to a minimum RSA 3 or equivalent Expertise in using Moodle and Falcon Expertise in using Xero 	A T

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Personal attributes	<ul style="list-style-type: none">• Highly developed customer service skills, including a professional and diplomatic communication style• Able to respond quickly and flexibly to queries and requests for assistance• Able to recognise any necessary degree of confidentiality and to respond appropriately• Accurate, with close attention to detail• Methodical and well-organised• Able to work independently without close supervision• Self-motivated• Able to prioritise work and to meet deadlines	A T I	<ul style="list-style-type: none">• Able to adapt under changing situations and variable workloads• Able to learn office procedures and protocols swiftly, and to identify appropriate improvements and put them in place	A I
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*Key

A= Application form

T=Test

I= Interview

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Background Information: The Role of the Office of Intercollegiate Services

The Office of Intercollegiate Services (OIS) is the over-arching body responsible for supporting the activities of the principal intercollegiate committees (the Colleges' Committee and its Standing Committee, the Bursars' Committee and its various Sub-Committees, the College Development Directors Committee and, as required, the Senior Tutors' Committee).

The aims of the OIS are to:

- further collegiate interests through liaison and negotiation with the University, public bodies and regulatory agencies
- ensure that all matters of common interest to the Colleges are considered and reported appropriately and that Colleges are informed of developments on a timely basis
- provide support to the principal intercollegiate committees and key sub-committees, including preparation of agendas, papers and minutes and providing or facilitating advice
- manage and maintain the records of these committees and sub-committees and facilitate access to them by appropriate means e.g. web sites
- provide a corporate structure that enables and supports the collaborative procurement activities of the Colleges (e.g. food, insurance, energy) in order to improve value for money
- facilitate the collaboration by the Colleges in commercial and other joint ventures e.g. Meet Cambridge
- facilitate the collation of accounting and other information between Colleges to establish financial and operating benchmarks for key performance indicators
- act as the statutory Data Protection Officer for the Colleges
- ensure that appropriate technology is available within OIS to provide the functionality required by the Colleges

www.ois.cam.ac.uk